Read Me First

Questions?

Frequently Asked Questions

For the WinBook XL

WinBook®
Critically Proven.

Read Me First
Frequently Asked Questions
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Congratulations on your purchase of the WinBook! We are proud to offer Microsoft's Windows® 98 as the operating system on the unit that you purchased.

Please do not lose the certificate of Authenticity number that is attached to the front of the Windows® 98 manual (example product key — HFXG6-KXKTP-KW9WD-VTF23-XXXXX), because another number cannot be issued. We CANNOT provide a replacement! This number is keyed to the Windows® 98 CD that you received with your WinBook, and if lost would require purchasing a new copy.

Helpful Tips

Check for missing items. In addition to your Winbook unit, you should receive a User's Manual, Windows® 98 CD, AC adapter, power cord, and battery (within unit). If any of these items are missing, contact our Customer Service department immediately.

The included User's Manual should be read thoroughly before operating your WinBook. **A compilation of Frequently Asked Questions is included in this booklet** to help in resolving more common problems. Also included for reference/troubleshooting purposes are the Help files accessed by the "XL Help" link located on your desktop. It is strongly recommended that you fully **charge your WinBook battery** before using the computer for the first time.

If you are having hardware or software problems with the WinBook or included items, contact Technical Support at the number listed below.

WinBook Technical Support, Customer Service and Sales Departments are available Monday through Friday, 8:00am - 9:00pm (EST), and Saturday, 9:00am - 4:00pm (EST).

Contact Information

Technical Support: **1 (800) 339-1758**
Customer Service: **1 (800) 211-6953**
Sales: **1 (800) 709-5676**

You can also visit us on our website **www.winbook.com.**

Note: *It is very helpful to have the serial number of your WinBook XL ready when you call for assistance. You can find this on the bottom of your WinBook, or on your original order receipt.*

LIMITED WARRANTY

WinBook Corporation ("WinBook") warrants to the original purchaser that this WinBook computer (the "Product") will be free from defects in materials and labor for a period of one full year from the original date of purchase under the terms and conditions described below. Should the Product fail to conform with this warranty, WinBook will, at its option, repair or replace the Product under the following terms: There will be no cost to the Purchaser for parts or labor if Product failure occurs at any time during the first 90 days of the one year warranty period; if Product failure occurs between the 91st day and the end of the one year warranty period, the purchaser will pay a $99 fee for each service incident, covering shipping, handling, and labor charges for Product repairs.

Technical support will be provided free of charge during the one year warranty period.

Exclusions

This Limited Warranty does not cover software, disks or related documentation.

WinBook will not be liable for alteration or loss of software programs, operating systems, or data stored on equipment sent in for repair or upgrade. The Purchaser is advised to back up all data prior to any servicing of the Product.

Items attached to or installed in the WinBook Computer will be removed at the Technician's discretion prior to service. WinBook is not responsible for repairs or testing of non-covered items.

This Limited Warranty is made to the original purchaser only and is voided if the Product is resold for commercial gain. Purchaser acknowledges that the Product is not intended for resale.

This Limited Warranty covers normal use. Preventive maintenance is not included. WinBook does not warrant and will not be held responsible in any way for damages or loss resulting from a cause other than defects in materials or workmanship, including damage or loss caused by: neglect, accident, unreasonable use, software problems, peripheral equipment other than equipment installed at the time of product purchase, or servicing or modification by anyone other than WinBook or its designee; transit of equipment to WinBook for service, return or evaluation; any natural disaster, including flood, fire, earthquake, or lightning; or electrical surges or use of improper power sources.

WinBook's liability under this Limited Warranty shall be limited solely to repair or replacement as provided for above, and WinBook assumes no risk of, and shall not in any case be liable for, any other damages, including, without limitation, any special, incidental, consequential or punitive damages, arising from breach of warranty or contract, negligence or any other legal theory, including, without limitation, loss of goodwill, profits or revenue, loss of use of the Product or any associated equipment, cost of capital, cost of any substitute equipment, facilities or services, downtime costs, or claims of any party dealing with the Purchaser for such damages.

The employees and agents of WinBook are not authorized to make modifications to warranties, or additional warranties binding on WinBook; accordingly, additional statements, whether oral or written, do not constitute warranties and should not be relied upon by the Purchaser.

The warranties set forth in this warranty statement allocate the risks of Product failure between seller and buyer as authorized by the Uniform Commercial Code and other applicable law. WinBook's Product pricing reflects the allocation risk and the limitations of liability contained in this statement.

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Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so any such limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You also have other rights which may vary from state to state.

To obtain service under this Agreement

Merchandise must be received within the applicable warranty period from date of purchase and be accompanied by proof of purchase.

30-day return privilege

This WinBook Computer may be returned or exchanged within 30 days of purchase. The Product must be in like new condition in carton with all original packaging, warranties, instructions and accessories, and must be accompanied by the original sales receipt. WinBook may refuse a refund or exchange or, at its option, assess a charge for incomplete merchandise returned or exchanged.

Returns or exchanges will not be made for clearance items marked "As Is", "Clearance Item", or the like, or for items that are damaged or defective as a result of misuse or abuse, or for items which have been resold by the original Purchaser, or for items that have been damaged in transit to WinBook.

Refunds will be made by the same method as used to purchase the item. Refund checks may take up to 14 working days to process.

Frequently Asked Questions

All software for your WinBook XL has been preinstalled with Microsoft Windows® 98. This will give you all the components necessary to begin using your computer and exploring the World Wide Web. Please store the included CDs in a safe place, in the event you reinstall or reconfigure your software in the future. **NOTE:** An online version of the WinBook XL User's Manual can be accessed through an icon labeled "WinBook XL Help" on your Windows® 98 desktop.

You can access the BIOS setup program by pressing a certain key at boot-up. A message will display at the bottom of the screen telling you to "Press DEL to enter setup". You should familiarize yourself with chapter 7 of the XL User's Manual before making changes to the BIOS setup program of your WinBook XL. If you are not sure what the result of those changes will be, you should call your local WinBook retailer before making changes.

It is a good idea to keep a backup of important data currently on your hard disk at all times. The most important information to back up is the data (spreadsheets, word processing documents, etc.) that you create. Your operating system and programs can always be reinstalled, using the original manufacturer's disks or CDs. You will need to decide if you want to try to do this on floppy disks, or utilize an external device, such as a tape drive, or other removable media drives.

Are there things I can do to extend the battery charge life?

Battery life will vary from user to user depending on how the computer is being used. To help increase your battery life, you can configure the power management features within the BIOS setup program of your WinBook XL.

To do this, press the DEL key when prompted during the boot process, go to the "Power Management Setup" menu, and make the necessary changes to the settings. The XL User's Manual explains in detail the various Power Management settings, on pages 7.14 through 7.17. You should also be aware that any power management features will only be of benefit if there are periods of inactivity, allowing them an opportunity to engage. Please note that the battery in the WinBook XL takes about 4.5 hours to fully charge, with the machine turned OFF. Windows® 98 also incorporates power management support to extend the battery life of your WinBook. For help with Windows® 98's power management, select the "WinBook XL Help" icon on your Windows® 98 desktop.

How do I cycle my battery?

The best way to do this is to turn the unit ON and press the DEL key when prompted to enter Setup. Go to the "Power Management Setup" menu. Arrow down to the "Suspend on Low Battery" option and "Disable" it. Next, go to the Battery Calibration feature and "Enable" it. The next screen will tell you to unplug the A/C Adapter and press "Y" to continue. Press Y and let the unit complete the rundown procedure. When the battery is completely drained, the unit will shutoff. Once this is completed, plug the A/C adapter into the unit to allow the unit to charge. Leave the computer off until the LED farthest to the right below your LCD screen turns green indicating a full charge. This will take approximately 4.5 hours with the unit turned OFF. Once the battery is fully charged, this 'cycling' process is complete. You may then power on the unit and return to normal use.

If I just plug in an external PS/2 mouse into the XL will it work?

The WinBook XL is designed to support two PS/2 pointing devices simultaneously. If you have a unit that has a Pointing stick (red 'eraserhead' in the middle of the keyboard), the Pointing stick and the Touchpad are enabled. When you plug in an external PS/2 mouse, that external mouse and Pointing stick will work but the Touchpad will be disabled. If you have a unit that only has the Touchpad, when you plug in an external PS/2 mouse, the external mouse and the Touchpad will work.

My Touchpad is not working but the Pointing stick and buttons are working correctly. Is there a problem with my computer?

Probably not. There is a BIOS setting that can cause this symptom. It is possible that the BIOS is set up for Pointing stick & External PS/2 Mouse and not for Pointing stick & Touchpad operation.

To choose which devices to use, restart the unit. Press the DEL key when prompted and enter the Setup utility. Choose the "Advanced Setup" Menu option. Down arrow to the "Pointing Device" option. For the Touchpad and Pointing stick to work simultaneously, change the selection to Auto or TrackP & Touch P. **Note:** The latter option will disable the use of an external PS/2 mouse. If after verifying the setup of the internal PS/2 pointing devices, there is still a problem with the Touchpad, contact your local WinBook retailer for additional assistance and support.

When I tell Windows® 98 to "Shutdown" the machine turns itself off. It says "It is now safe to turn off your computer" for a brief moment and then turns off. Is this normal?

Yes, this is the way the machine is designed to work with Windows® 98. This is part of the Plug-n-Play capabilities of Windows® 98 and the BIOS of the WinBook XL.

Frequently Asked Questions

Continued...

What do I have to do to use Cardbus or PCMCIA Cards in my WinBook XL?

For most cards, you simply need to insert the card in the PCMCIA slot and Windows® 98 will automatically install any necessary drivers. There are some cards that will require an updated driver from the manufacturer. In that case, you should have the disk ready when Windows® 98 asks you for a disk from the manufacturer.

Can I use a Zoom Video (ZV Port) PCMCIA card with my unit?

Yes you can. The bottom slot on the WinBook XL is specially designed for Zoom Video card support as well as regular PCMCIA cards. You may need to check with the PCMCIA card support as well as regular PCMCIA cards.

What kind of sound card is in my WinBook?

The sound card is integrated into the circuitry of your WinBook XL. Your unit has a Yamaha YMF 715 audio chip which is Sound Blaster Pro compatible. It has 3D sound, 32 voice polyphony, and MIDI (128 melody and 47 percussion) capability. The sound is controlled by the use of settings within Windows® 98. Please review pages 4.2 through 4.7 in the XL User's Manual or the "XL Help" icon on your desktop for further information.

What kind of external microphone can I use?

If you wish to use an external microphone with your unit, you will need to use an amplified microphone with the WinBook XL. The internal microphone is a mono device.

There is feedback coming from my speakers. What can I do?

Double click on the speaker icon (bottom right portion of the screen) on the task bar, then add a check to the "Mute" box for the Microphone balance.

How do I get the TV output display to work?

Attach the appropriate cabling to TV and Video Out port on the WinBook XL, turn both the TV and unit ON. Press the DEL key when prompted to enter the Setup utility and select the "Advanced CMOS Setup" menu. Next, arrow down and enable the TV display feature by chang-ing this option to "NTSC". Press the ESC key, choose Save Settings and Exit. After the unit has returned to Win98 click on "Start", followed by "Settings" and then "Control Panel". Double click on "Display" icon and then on the "Settings" tab at the top. Change the Desktop area to 640-480. Click on "Apply" and then "OK". To activate the TV display, press the Fn-F2 keys.

What can the infrared port be used for?

The infrared serial port conforms to the IrDA 1.1 standard, and can be used for connecting infrared devices, printers, and for unit to unit file transfers. You can refer to pages 3.10 through 3.18 in the XL User's Manual or the "XL Help" link on your desktop.

My unit's screen seems to time out too quickly. I have to constantly hit a key or move the mouse in order to bring it back. How can I adjust the screen time-out?

This is part of the Windows® 98 Power Management. You can access the Win98 Power Management by clicking on Start, Settings, and opening the Control Panel. Once in the Control Panel, open Power Management. Within this menu you can adjust the video display time-out by changing the "Turn off Monitor" options. You can change the time frames for "Plugged in", or "Running on batteries".

Common Questions on Windows® 98

What is new about Windows® 98?

Microsoft Windows® 98 is the upgrade to Windows® 95. Its improvements include easier access to the Internet using Internet Explorer 4.0, better system performance along with easier system diagnostics and maintenance. With Windows® 98, your system will have better support for the latest graphics, sound, multimedia technologies, and the ability to easily add and remove peripheral devices with support for Universal Serial Bus (USB).

I like the themes that came with Windows® 95 Plus! Can I install it on Windows® 98?

Actually, you do not have too. Windows® 98 already includes features from Windows® 95 Plus! and some Windows® 95 Power Toys.

Does Windows® 98 have a built-in virus detection program?

No, Windows® 98 does not have a virus protection program built in. It is in your best interest to buy and install a virus detection program, as some viruses can damage any and all of the data that you have stored on your hard drive.

When I run Disk Defragmenter (Defrag), it takes a long time. Is that normal?

Yes, it is normal. The new Defrag uses the process of disk defragmentation to increase the start-up speed of your most frequently used applications. Defrag creates a log file which identifies these programs. It utilizes the log file to store files associated with the most commonly run programs in the same location on your hard disk to optimize its startup speed.

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